

**Exhibit 3**

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To: Kent E. Baldwin, JR. Phone (412) 471-8815

ATTN: WEBB ZIESENHEIM LOGSDON ET AL

ESS 436 7TH AVE STE 700

Dept./Floor/Suite/Room

PITTSBURGH

State PA ZIP 15219

Internal Billing Reference  
characters will appear on invoice.

3832-016581

OPTIONAL

Client's Name: Dane A. Shrawlow Phone (440) 395-0240

ATTN: Progressive Insurance company

ESS Law Dept.

UP at FedEx location, print FedEx address.

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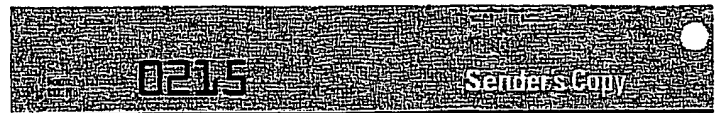
Mayfield Village State OH ZIP 44143

Peel and Stick FedEx USA AIRBILL

See back for application instructions.

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0158231880



## 4a Express Package Service

Packages up to 150 lbs.  
Delivery commitment may be later in some areas.☐ FedEx Priority Overnight  
Next business morning☒ FedEx Standard Overnight  
Next business afternoon☐ FedEx First Overnight  
Earliest next business morning  
delivery to select locations☐ FedEx 2Day®  
Second business day☐ FedEx Express Saver®  
Third business day\*FedEx Envelope/Letter Rate not available  
Minimum charge: One-pound rate

## 4b Express Freight Service

Packages over 150 lbs.  
Delivery commitment may be later in some areas.☐ FedEx 1Day Freight®  
Next business day☐ FedEx 2Day Freight  
Second business day☐ FedEx 3Day Freight  
Third business day

\* Call for Confirmation

\* Declared value limit \$500

## 5 Packaging

☒ FedEx Envelope/Letter®☐ FedEx Pak®☐ Other Pkg.  
Includes FedEx Box, FedEx  
Tube, and consumer pkg.

## 6 Special Handling

☐ SATURDAY Delivery  
RESTRICTIONS  
Available only for FedEx Priority  
Overnight and FedEx 2Day  
to select ZIP codes☐ SUNDAY Delivery  
RESTRICTIONS  
Available only for FedEx Priority  
Overnight to select ZIP codes☐ HOLD Weekday  
at FedEx Location  
RESTRICTIONS  
Not available with  
FedEx First Overnight☐ HOLD Saturday  
at FedEx Location  
RESTRICTIONS  
Available only for FedEx Priority  
Overnight and FedEx 2Day  
to select locations

Does this shipment contain dangerous goods?

☒ No☐ Yes  
As per attached  
Shipper's Declaration☐ Yes  
Shipper's Declaration  
not required☐ Dry Ice  
Dry Ice, 9, UN 1845☐ Cargo Aircraft Only

## 7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below.

☒ Sender  
Acct. No. in Section  
1 will be billed.☐ Recipient☐ Third Party☐ Credit Card☐ Cash/CheckFedEx Acct. No.  
Credit Card No.Exp.  
Date

Total Packages

Total Weight

Total Declared Value\*

\$ .00

FedEx Use Only

\*Your liability is limited to \$500 unless you declare a higher value. See back for details.

## 8 Release Signature

Sign to authorize delivery without obtaining signature.

By signing you authorize us to deliver this shipment without obtaining a signature  
and agree to indemnify and hold us harmless from any resulting claims.

402

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WEBB ZIESENHEIM LOGSDON ORKIN & HANSON, P.C.

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PATENT, TRADEMARK & COPYRIGHT LAW

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PATENT AGENTS

J. MATTHEW PRITCHARD  
GARY F. MATZ

April 25, 2001

VIA FedEx

Dane A. Shrallow  
Associate General Counsel  
Progressive Insurance Company  
Law Department  
300 North Commons Blvd., OH-F11  
Mayfield Village, OH 44143

Re: Proposed Patent Application entitled "Method of  
Processing Vehicle Damage Claims"  
Our File: 010581

Dear Dane:

[REDACTED] enclosed please find a proposed patent application and informal drawings directed to the "Method of Processing Vehicle Damage Claims" invention. Please review the enclosed application and informal drawings and have the inventor do the same. [REDACTED]

[REDACTED] In several locations in the application we request your input to clarify certain aspects of the invention. Feel free to make your changes directly on the application. If you or the inventor would like to review an electronic version of the application, please so advise and we will send you a version via e-mail.

[REDACTED]

We look forward to receiving your comments and suggestions on the enclosed proposed application and informal drawings. Please call with any questions or concerns. After we receive your comments and suggestions we will finalize the Application and send you a final

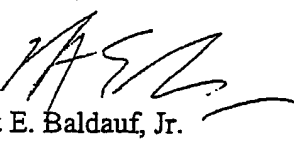
Dane A. Shallow

-2-

April 25, 2001

version for the inventor to sign. At that time, we will also require a check for the governmental filing fees.

Very truly yours,

  
Kent E. Baldauf, Jr.

KEBjr/CES/mnd  
Enclosures

**PROGRESSIVE**

Law Department

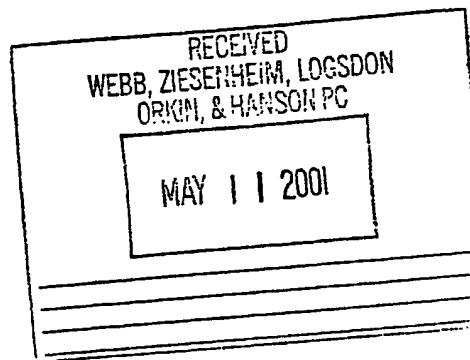
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Telephone: 440 395-1111

Facsimile: 440 395-0280

progressive.com

May 10, 2001



Kent E. Baldauf, Jr.  
Webb Ziesenheim Logsdon Orkin & Hanson, P.C.  
700 Koppers Building  
43 Seventh Avenue  
Pittsburgh, PA 15219-1818

Via Federal Express

RE: Proposed Patent Application entitled "Method of Processing Vehicle  
Damage Claims"  
Your File: 010581

Dear Kent:

I have reviewed the first draft of the patent application with Steve Gellen, who manages the Concierge process, and Chuck Jarrett. Steve is one of three inventors with respect to the subject invention. The names and business addresses of the several inventors are as follows:

Steven Gellen  
6055 Parkland Blvd.  
Mayfield Hts., OH 44124

Brian J. Passell  
6055 Parkland Blvd.  
Mayfield Hts., OH 44124

Glenn M. Renwick  
6300 Wilson Mills Road  
Mayfield Village, OH 44143

We will provide home addresses shortly.

[REDACTED]

[REDACTED]

WEBB ZIESENHEIM LOGSDON ORKIN & HANSON, P.C.

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PATENT AGENTS

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GARY F. MATZ

May 31, 2001

Via Federal Express

Dane Shrallow, Esq.  
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Progressive Insurance Company  
Law Department  
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Mayfield Village, OH 44143

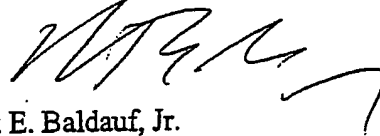
COPY

Re: Proposed Patent Application entitled "Method of  
Processing Vehicle Damage Claims"  
Our File: 010581

Dear Dane:

Enclosed for your review are (1) a copy of the revised patent application and (2) a copy of a "red-line" version of the revised patent application.

Very truly yours,

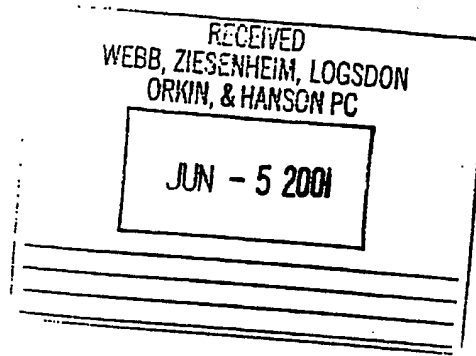


Kent E. Baldauf, Jr.

KEBjr/mnd  
Enclosures

**PROGRESSIVE**

June 4, 2001



Law Department

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Pittsburgh, PA 15219-1818

Via Federal Express

RE: Proposed Patent Application entitled "Method of  
Processing Vehicle Damage Claims"  
Your File: 010581

Dear Kent:

Enclosed is the Declaration and Power of Attorney, which have been duly signed by the three inventors. As we discussed, the instrument needs to be revised to reflect the fact that Mr. Renwick is not a U.S. citizen. Please finalize and file the Patent Application as soon as possible.

Very truly yours,

Dane A. Shrallow  
Associate General Counsel